

FHN Medicaid Members to CountyCare

Frequently Asked Questions

Who does this change affect?

This change only affects Medicaid members who live in Cook County. If you live outside of Cook County, it does not affect you.

- Click this [link](#) for Cook County cities, towns and neighborhoods
- Click this [link](#) for Cook County zip codes

I don't live in Cook County – does this affect me?

No, this only affects Family Health Network (FHN) Medicaid members residing in Cook County. More information will be coming for members on Medicaid outside of Cook County.

Why is my insurance changing?

Family Health Network (FHN) is not participating in the Illinois Medicaid Managed Care Program after October 31, 2017. FHN is partnering with another Medicaid plan, CountyCare, who will work with you and your family to get you the healthcare services you need.

What changes on November 1st?

Beginning November 1, 2017, you will use your CountyCare Member ID card.

You will also need to see providers who are part of the CountyCare network, including dentists, eye care providers and other specialists. For information about providers who are part of the CountyCare Health Plan, call CountyCare Member Services at 1-312-864-8200 (TTY:711, select option 2) or visit <http://www.countycare.com/members>.

When will I become a member of CountyCare?

On November 1, 2017, you will become a member of CountyCare.

Can I stay with FHN?

No, FHN will no longer provide a Medicaid health plan. On November 1, 2017 you will become a CountyCare member.

What do I do before November 1, 2017?

Until then, you will continue to be covered by Family Health Network for all your current benefits. This means:

- There will be no change in your medical or prescription drug coverage.
- You should continue to make appointments and meet with your doctors as you normally do.
- You should keep working with your care coordinator to get the care and services you need.
- You will keep getting your plan-covered drugs as prescribed by your doctors.

When will healthcare services and prescription drug coverage start with CountyCare?

Your health care services and prescription drug coverage will begin November 1, 2017 with CountyCare.

When will I receive a CountyCare Member ID Card and/or member handbook?

CountyCare will send you a Member ID Card and member handbook effective November 1, 2017. You will be able to access all CountyCare services and providers starting November 1st. If you do not receive your Member ID by November 15th, please call CountyCare Member Services at 1-312-864-8200 (TTY: 711, select option 2).

When will I start using a new Member ID Card from CountyCare?

You will use your new ID Card starting November 1, 2017. If you need medical services after November 1, 2017, take your HFS medical card and your CountyCare Member ID Card with you to all appointments.



When can I call CountyCare about plan benefits, etc.?

If you have questions about the CountyCare health plan, you can call CountyCare Member Services now.

Call CountyCare Member Services at 1-312-864-8200 (TTY: 711, select option 2) or visit: <http://www.countycare.com/members/covered-services>.

Representatives are available 8:30 a.m.-8 p.m. Monday through Friday and 9 a.m.-1 p.m. Saturday. For members who are hearing impaired, please call the Illinois Relay Service 711 and select option 2.

Are my health insurance benefits changing?

Your Medicaid benefits do not change.

Some extra benefits may change at CountyCare. For more information, call CountyCare Member Services at 1-312-864-8200 (TTY: 711, select option 2).

Is my health plan ID number or Medicaid ID number changing with CountyCare? (Or – Is my Medicaid ID number changing?)

Your state-issued Medicaid ID number will remain the same. You will receive a new Member ID Card from CountyCare.

Will I be able to keep my Primary Care Physician (PCP)?

CountyCare will make every effort to keep you with the same Primary Care Provider (PCP) you have now.

Can I change my Primary Care Physician (PCP) with CountyCare?

If you want to change your PCP, you may do so at any time after November 1, 2017. Just call CountyCare Member Services at 1-312-864-8200 (TTY: 711, select option 2).

Does CountyCare have Care Coordinators?

CountyCare has Care Coordinators. Care Coordinators work with you to make sure you get the care you need, when you need it. You can request a Care Coordinator after November 1, 2017. Call CountyCare Member Services at 1-312-864-8200 (TTY:711, select option 2) for more information.

What services will I need prior approval/ authorization for?

Authorizations for services prior to November 1, 2017 will be good for 90 days (or until February 1, 2018).

After that, with CountyCare some services may require prior authorization. CountyCare will work with you to get the care and services you need. For more information call CountyCare Member Services at 1-312-864-8200 (TTY: 711, select option 2) or visit: <http://www.countycare.com/members/covered-services>

Will I still be able to see my specialist at CountyCare?

Members must use providers, including specialists, that are part of CountyCare. For information about providers who are part of the CountyCare health plan, call CountyCare Member Services at 1-312-864-8200 (TTY: 711, select option 2).

Will I be responsible for any fees at CountyCare?

CountyCare has no co-pays for any of its services. Including: doctor visits, hospitalizations, prescriptions, dental or vision care and for personal items such as oxygen and wheelchairs.

For more information, call CountyCare Member Services at 1-312-864-8200 (TTY: 711, select option 2).

Will I still be able to use my Health Incentives OTC Card? Will CountyCare have an OTC Card or offer those benefits?

Yes – funds that you have earned on your OTC Card will be available until November 30, 2017.

Information about an OTC card with CountyCare is currently not available. For more information, call CountyCare Member Services at 1-312-864-8200 (TTY: 711, select option 2).

Does CountyCare offer dental and vision benefits?

CountyCare provides the same dental and vision benefits. For more information, call CountyCare Member Services at 1-312-864-8200 (TTY: 711, select option 2).

I need help getting to the doctor. Does CountyCare offer transportation services?

CountyCare provides the same transportation services. For more information, call CountyCare Member Services at 1-312-864-8200 (TTY: 711, select option 2) or visit: <http://www.countycare.com/find-a-provider/firsttransit>

Does CountyCare have a program for expectant mothers?

We do not have information on this now. Please contact CountyCare Member Services at 1-312-864-8200 (TTY: 711, select option 2).

Does CountyCare use CVS Caremark?

No, CountyCare provides pharmacy coverage through OptumRx. For more information, contact CountyCare Member Services at 1-312-864-8200 (TTY: 711, select option 2).

Will my prescriptions be covered by CountyCare? How do I check if my drugs are covered?

CountyCare uses a Preferred Drug List (PDL). For more information, contact CountyCare Member Services at 1-312-864-8200 (TTY: 711, select option 2) or visit their website at <http://www.countycare.com/pdl>.

As you will be new to CountyCare, you can continue any medication that you are currently using for your first 90 days (or until February 1st).

I need to fill a prescription. Where can I go to get my prescription filled?

If you need to fill a prescription before November 1st, you can continue to go to your same pharmacy (Walgreens, CVS, Jewel-Osco, Target, Wal-Mart, Kmart, Sam's Club, Meijer – and many other independent/neighborhood drug stores).

If you need to fill a prescription after November 1st, contact CountyCare Member Services at 1-312-864-8200 (TTY: 711, select option 2) or visit their website at <http://www.countycare.com/pdl>.

What should I take to the pharmacy?

If you need to fill a prescription before November 1st, show your FHN Member ID card and your prescription from your provider.

If you need to fill a prescription after November 1st, you will show your CountyCare Member ID card and your prescription. For more information, contact CountyCare Member Services at 1-312-864-8200 (TTY: 711, select option 2) or visit their website at <http://www.countycare.com/pdl>.

How do I find out if a health care service or benefit will still be covered at CountyCare?

You can contact CountyCare Member Services at 1-312-864-8200 (TTY: 711, select option 2) or visit their website at <http://www.countycare.com/members>

How can I get CountyCare material translated in my preferred language or format?

If you need your health plan information in a different language, format or print size, please contact CountyCare Member Services at 1-312-864-8200 (TTY: 711, select option 2).

Who do I call if I need help or have questions?

If you have questions about your FHN health plan, call Member Services at 1-888-346-4968. Representatives are available 8 a.m.-5 p.m. Monday through Friday and 9 a.m. to 1 p.m. Saturday. For Members who are hearing impaired, call Illinois Relay Service at 711.

If you have questions about the CountyCare health plan, call CountyCare Member Services at 1-312-864-8200. Representatives are available 8:30 a.m.-8 p.m. Monday through Friday and 9 a.m.-1 p.m. Saturday. For members who are hearing impaired, please call the Illinois Relay Service 711 and select option 2.



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Illinois Client Enrollment Services will send you information about your health plan choices when it is time for you to make a health plan choice and during your Open Enrollment period.